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#### To Test or Not To Test?

Would you like more information about people to help inform your selection / development decisions? Maybe you should consider Psychometric Testing.

There are many different tests available which can measure personality traits, work competency, skills, interests, and abilities. Some record the person's self-assessment, others are more sophisticated. Some can be completed on-line from anywhere in the world, others use pen and paper. They all need professional administration and assessment to be reliable, but can reveal some very useful information about people.

Because the tests are so specific it is important not to rely on one single test. They should always be used in conjunction with other information sources if personal or work-related decisions about an individual are to be made.

**Pet&r** is licensed to use a wide range of tests and have combined them successfully in Assessment Centres for private sector clients this year. Here are a few examples of those available.

**PeopleMapper** is a rigorously-researched psychometric assessment, developed in the UK and specifically designed to be

used in the workplace. The Competency Map report contains information on individual's results on a range of 15 different competencies grouped into 3 sections:

- Interaction with others (including self-confidence and teamwork);
- Approach to Work (including flexibility and decisiveness);
- Personal Qualities (including tenacity and ability to cope with pressure).

**The Graduate and Managerial Assessment** can assess verbal, numerical, and abstract reasoning, at higher levels of the organisation.

**The General Ability Tests 2** consists of five ability assessments that measure general intellectual abilities required for success in the workplace: verbal; non-verbal; numerical; spatial; and mechanical.

**Self-assessment questionnaires** offer useful insights into how individuals rate their own skills and abilities. We can offer a range of measures on factors such as Influencing, Emotional Control, Leadership, Communications, Assertiveness, and Learning Styles.

#### How's my Mental Toughness?

Never mind the sports field - Mental Toughness is a key aspect of performance in the workplace. Employees increasingly have to work to demanding targets, handle several things at the same time, respond to sudden changes and new demands and achieve goals despite set-backs or interruptions. Put simply Mental Toughness is the ability to cope with stressors effectively.

The **MTQ 48** is a simple questionnaire which measures individuals' abilities in 4 key areas, Control, Challenge, Commitment and Confidence.

The results can enable a person or an organisation understand why some people succeed and others struggle when the pressure is on, develop strategies and tactics to help people perform under pressure and recruit more effectively.

**Pet&r** can offer assessment and then support this with development workshops or coaching to help groups or individuals to understand and develop their own mental toughness.

The result of this is a better bottom line performance, improved morale and better working environment, better ability to recruit people who can make it and reduced risk of stress related absence.

#### What is a Team Health Check?

Day by day, with all the pressures on them, work teams tend to focus on **WHAT** they have to do – **task**. But for peak team performance, they must also consider **HOW** they work together – **process**.

We can take you away to "neutral ground" or a good thinking environment to learn a little about how teams can work at peak performance, and then work out how to apply that to your team.

Depending on you needs, we can help you review your performance, create a strategy or vision, discuss and resolve tensions, plan for the future, or prepare for change – but you always leave with an action plan. We do this using team role questionnaires, behavioural analysis, discussions and group activities, even model cars and outdoor activities if you want.

*"The feedback from staff was very positive and I understand that there has been a marked improvement in the behaviour and attitude of staff. Thank you for doing this for us".*

Head of Section NE Local Authority



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North East Chamber of Commerce



Accredited Centre

## Accredited Courses – A case study

Following preliminary enquiries and discussions with the client a programme of Management Development was created which met the criteria for the Level 3 Introductory Certificate in First Line Management from the Institute of Leadership & Development (ILM)

The programme was run over 3 months for 8 delegates and as the programme resulted in ILM certification, it was able to attract funding from Business Link.

Participants were given time on the final workshop to review the training programme and comments included:

- Team Building, Handling People Problems Managing Stress / Managing Fairly and Safely were particularly good and of use.

- SMART objectives, stages of forming a team, and discipline procedures were the ideas, models, or techniques that were particularly relevant.

- Communication, man management, and teamwork were the three most important things learned from the programme.

-The one thing that they would not change is the fact that “we now have a team of people”.

Each delegate had to complete a Personal Development Log which identified key learning points and how they could be used in their work. Here are some of the comments:

*“By using and identifying their learning styles, I may better influence their performance”.*

*“I now make a point of making all the jobs I give to my staff SMART”.*

*“ Setting up training procedures and records will improve how we do our jobs and mean we do them under the same guidelines”.*

Delegates received a nationally recognised qualification for their hard work and the possibility of progressing further to the Level 3 Cert. in First Line Management.

## Unitisation in a nutshell

All **Pet&r** accredited courses are now unitised, what does that mean?

Under this new scheme accepted by the Qualifications and Curriculum Authority (QCA), qualifications are built up by combining a number of Units according to agreed rules of combination. Each unit is assigned a Level reflecting its complexity as well as a Credit Value reflecting the volume of study required. These will then be able to be transferred easily within the new UK credit framework and aid progression through different levels.

This gives providers greater flexibility in course design as they can pick from a wide range of bite sized units, as long as the finished course contains the minimum number of Units and Guided Learning Hours. It also gives them the opportunity to pick and mix for individual clients enabling providers and clients to work together to design courses each actually wants.

## New Courses on Offer

**Pet&r** has just been approved to run 3 further NCFE accredited courses.

The **Level 1 Certificate in Sustainable Development** is an ideal qualification for raising people’s awareness of sustainable development and enables individuals to show this awareness through their actions at home, in school, at work and in the community making a more sustainable employee and citizen.

The qualification is 32 Guided Learning Hours long in 2 Units; Understanding the role of the individual in sustainable development, and How to become an effective participant in sustainable development.

The **Level 2 Certificate in Sustainable Development** follows on from Level 1 looking deeper into the different aspects of sustainable development and

their impact on social and economic development. It gives candidates the opportunity to investigate topics relevant to their experience and apply enterprise skills, teamwork and communication.

The qualification is 60 Guided Learning Hours long, again split into 2 Units: Explore and understand the principles and benefits of sustainable development; and Plan, apply and evaluate sustainable development practices.

The **Level 2 Certificate in Volunteering** is an ideal qualification for learners who are contemplating undertaking volunteering activities or already have some voluntary experience. This offers accreditation for a course **Pet&r** has designed and run with a number of local voluntary organisation boards already.

The certificate is 24 Guided Learning Hours long in 2 Units: Preparation and working as a volunteer; and Personal skills development and team work for volunteers.

For further details on any of the above courses please contact Lynne Hammond.

## Courses and Services offered

HR Consultancy, Research, Advice & Guidance; Policy & Strategy Development; Management Coaching & Mentoring; IIP Support & Corporate Action Planning.

Leadership, Management, & Supervisory Development; Customer Care, Telephone & Interpersonal Skills; Equality & Diversity Awareness Training; Conflict Resolution, Harassment & Bullying.

Public Consultation, Social Research, & Event Management.

***For a practical, focused and cost effective approach to a wide range of HR issues leading to real and sustainable change in workplace culture.***

***If you would like to know more about our work, please contact us or visit the web-site.***